BELLSOUTH

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December 8, 1997

Magalie Roman Salas
Secretary
Federal Communications Commission
Washington, DC 20554

RECEIVED

DEC 8 - 1997

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

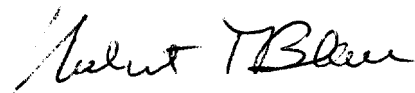Re: Ex Parte in CC Docket 97-208 and CC Docket 97-231

Dear Ms. Salas:

This is to inform you that on December 5, 1997, Kathleen Levitz, Whit Jordan, Bill Stacy, Bill Woods, Alex Dizon, and the undersigned, all of BellSouth, held a series of meetings with several staff members of the Commission. These people included: Commissioner Furchtgott-Roth, Commissioner Ness, Commissioner Powell, Richard Metzger, David Kirschner, Linda Kinney, Katherine Schroder, Paul Misener, Kevin Martin, Bill Bailey, Sheryl Wilkerson, Carol Mattey, Melissa Waksman, Paul Gallant, Valerie Yates, Paul Jackson, Kyle Dixon, Marian Gordon, and Jim Casserly.

The purpose of this series of meetings was to demonstrate the workings of BellSouth's Operations Support Systems (OSS) and to answer the questions of Commissioners and staff about these systems. The demonstrations followed the organization and content of previous demonstrations, videotapes of which were included in materials supporting BellSouth's applications. Attached is a copy of the slides used as part of these presentations.

Pursuant to Section 1.1206(a)(2) of the Commission's rules, two copies of this notice are being filed with the FCC. Due to the lateness of the last meeting, we are filing this ex parte today. Please associate this notification with the above-referenced proceeding.

Sincerely,

[signature]

Attachment
cc: Commissioner Furchtgott-Roth   Commissioner Ness   Commissioner Powell
       Richard Metzger   David Kirschner   Linda Kinney
       Katherine Schroder   Paul Misener   Kevin Martin
       Bill Bailey   Sheryl Wilkerson   Carol Mattey
       Melissa Waksman   Paul Gallant   Valerie Yates
       Paul Jackson   Kyle Dixon   Marian Gordon
       Jim Casserly

BellSouth Telecommunications
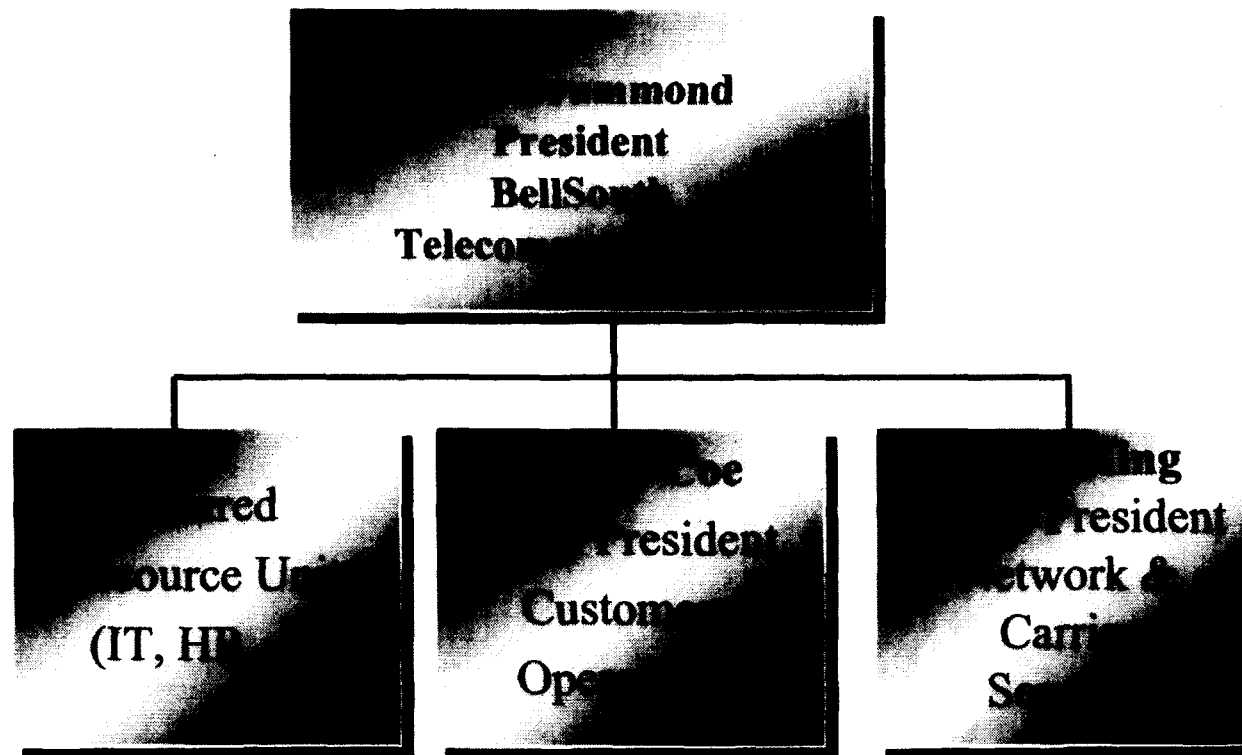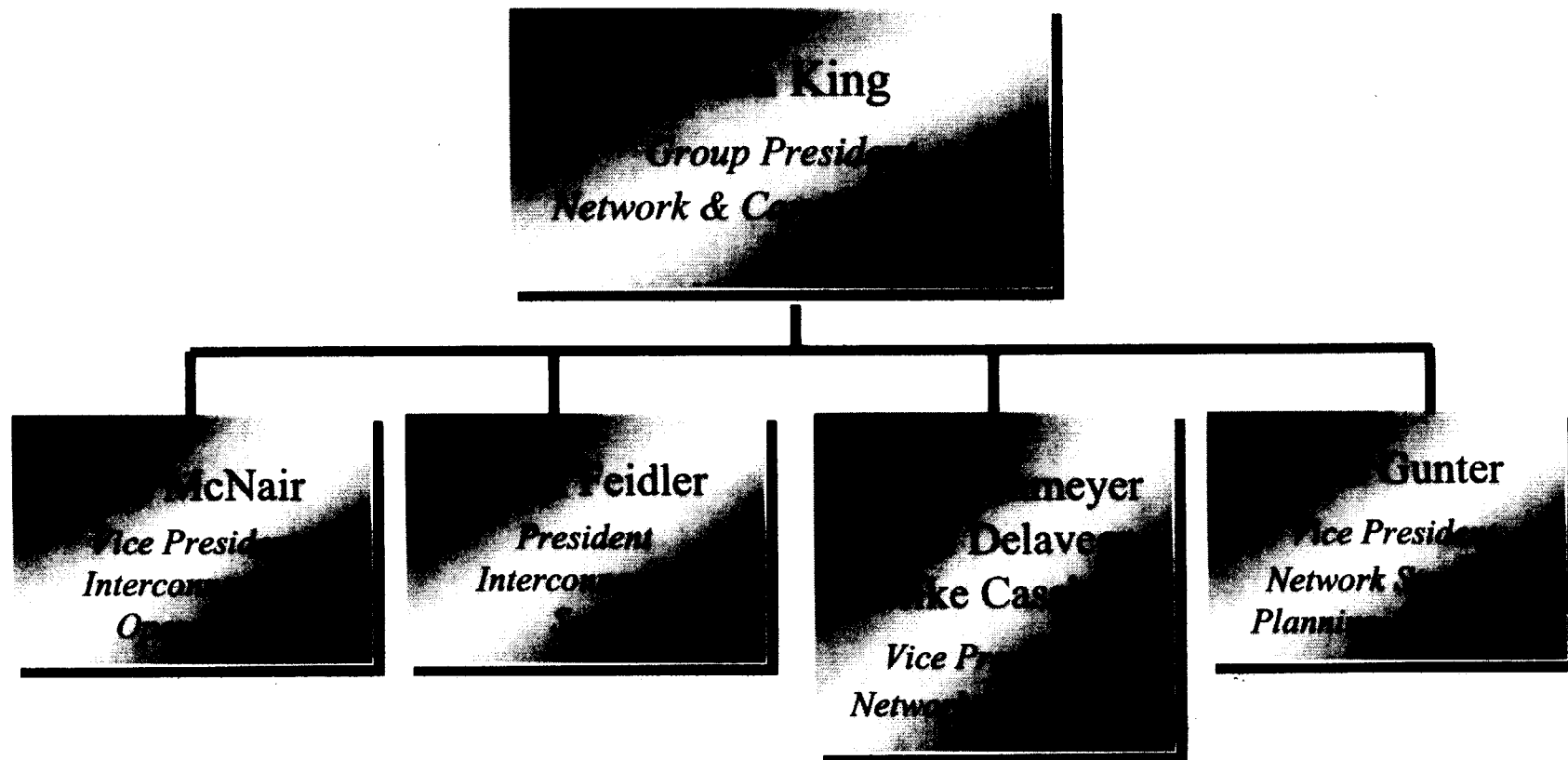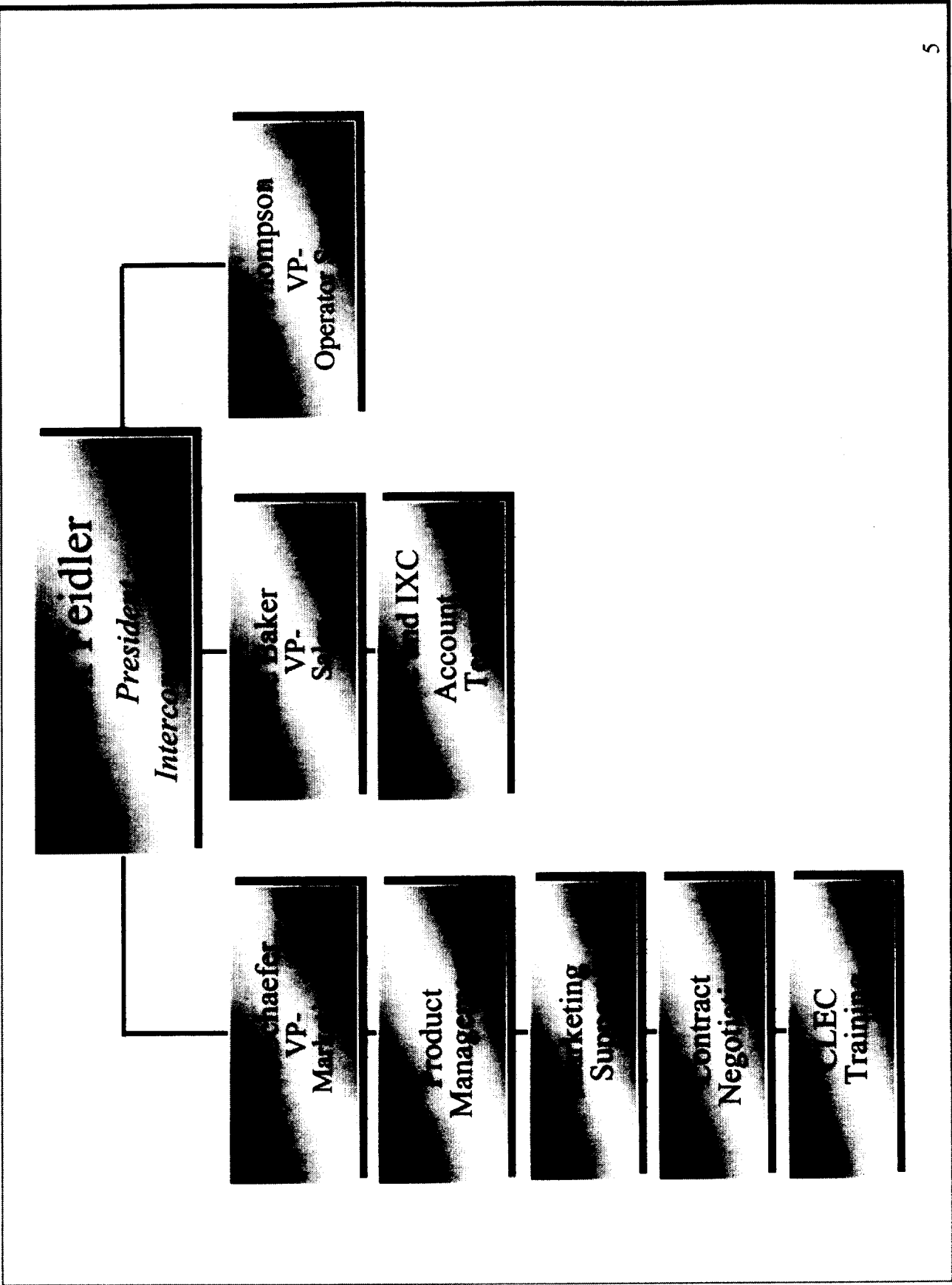## OSS Briefing
December 5, 1997
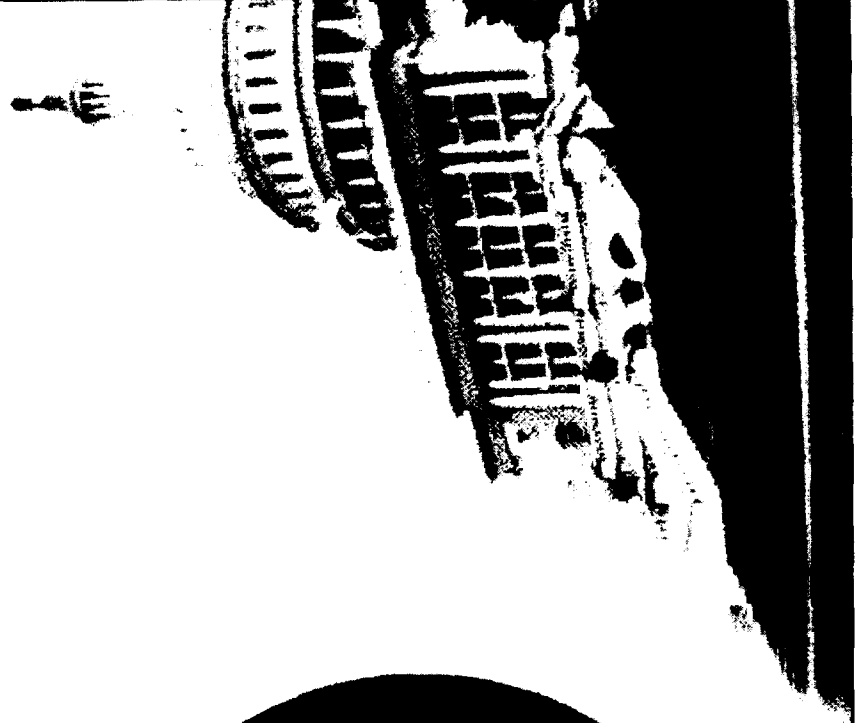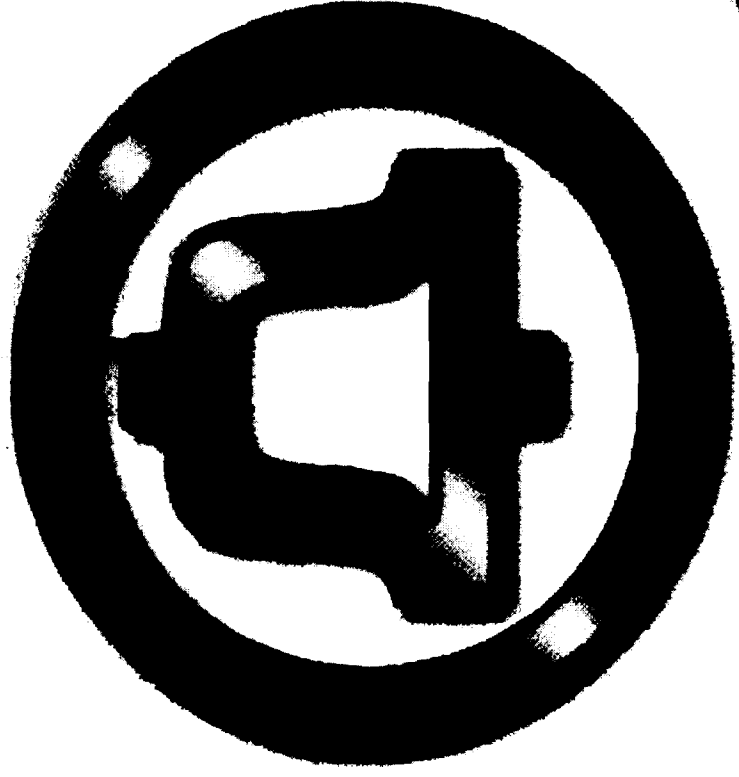
Agenda

- Interconnection Organization
- Ordering Interfaces
- Provisioning/Maintenance Interfaces
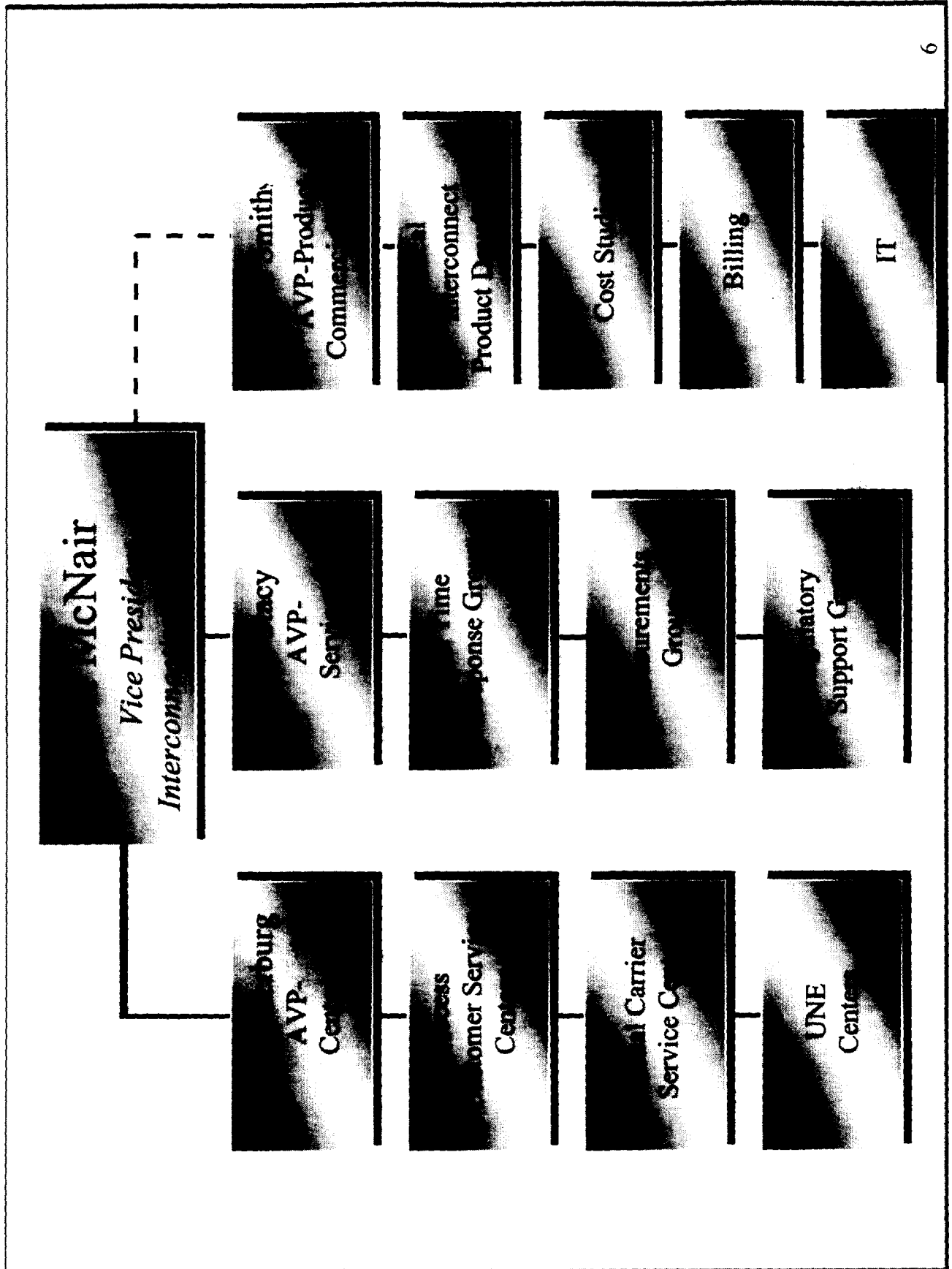- Billing Interfaces
- Parity Metrics

BellSouth Telecommunications
Industrial / Retail Divisions

3

Network and Carrier Services

4

McNair
Vice Presi...
Intercon...

AVP-Produc... Commerc... (...mith...)
...erconnect Product D...
Cost Stud...
Billing
IT

AVP-...Ser... (...acy)
...me ...ponse Gr...
...rements Grou...
...atory Support G...

AVP-Cen... (...burg)
...ess ...omer Servi... Cent...
...Carrier Service C...
UNE Cente...

Customer Contact staffing

Account Teams 121

EI Training Lab 5

DCSC 6 (7)

Vendor Service
Center 40 (129)

Customer Turn-up
Team 4

UNE Centers 46 (87)

Customer Support
Managers 8 (29)

Project Managers 11 (39)

LCSC
204 (312)

Customer Facing Organization
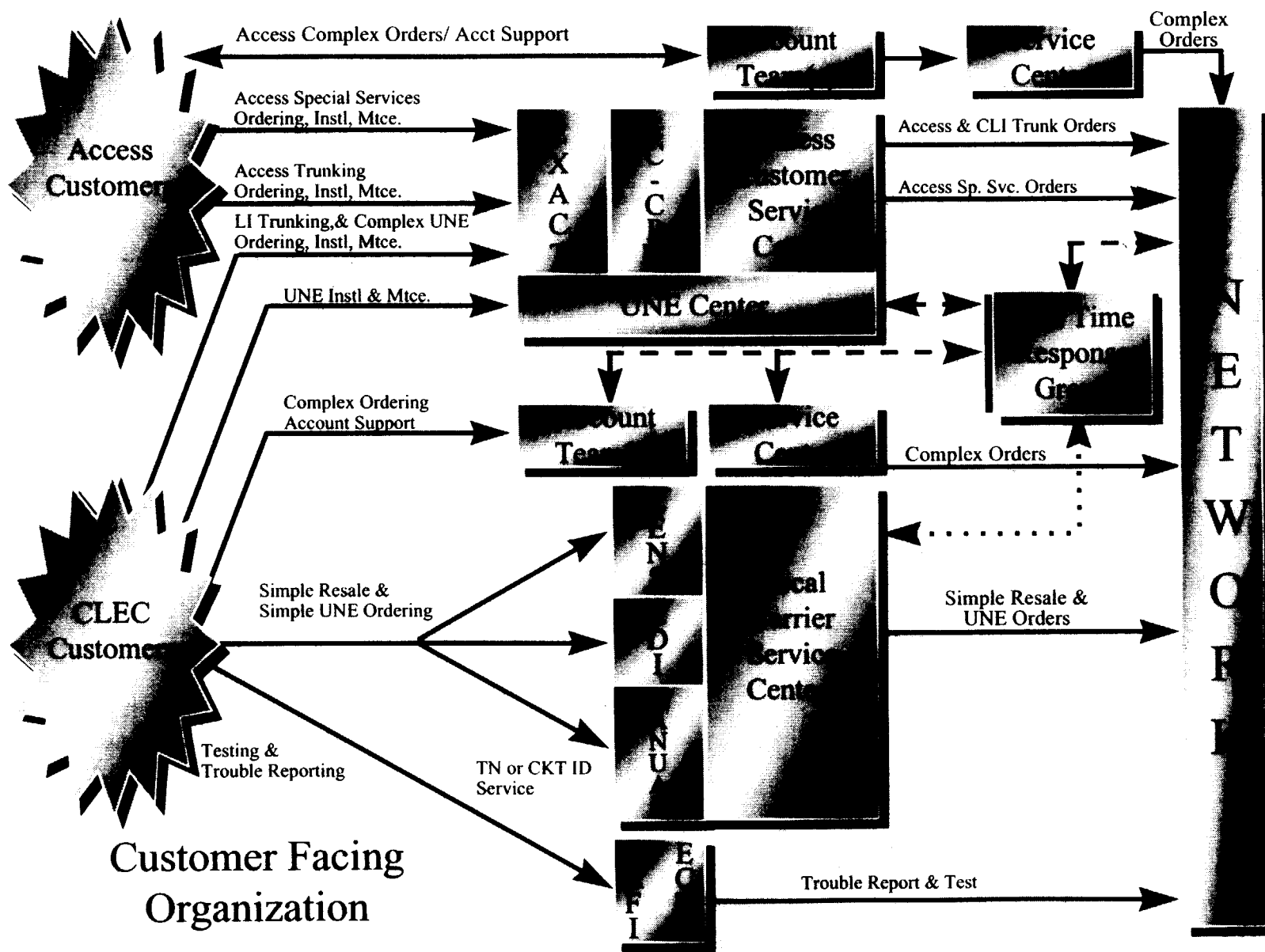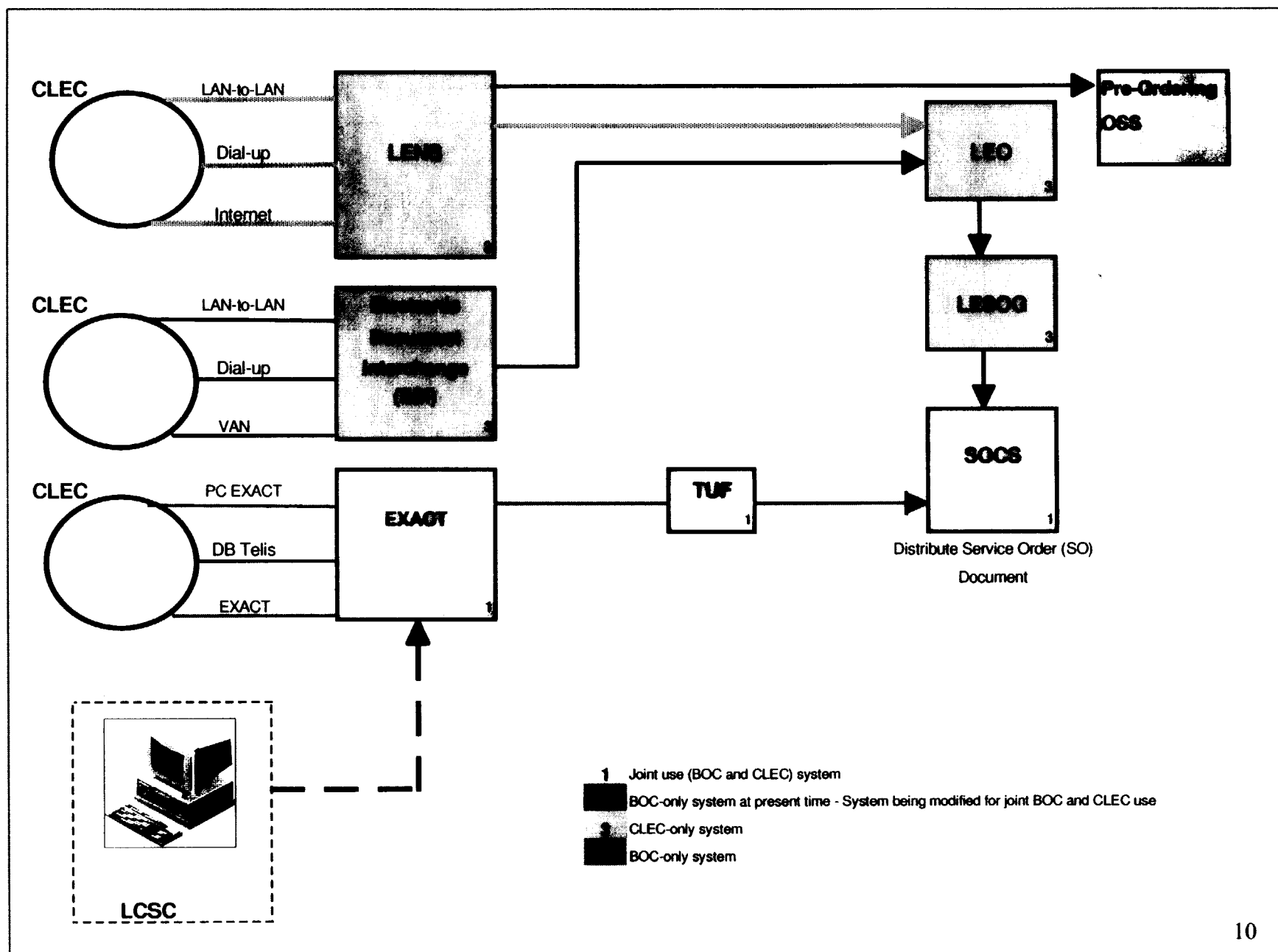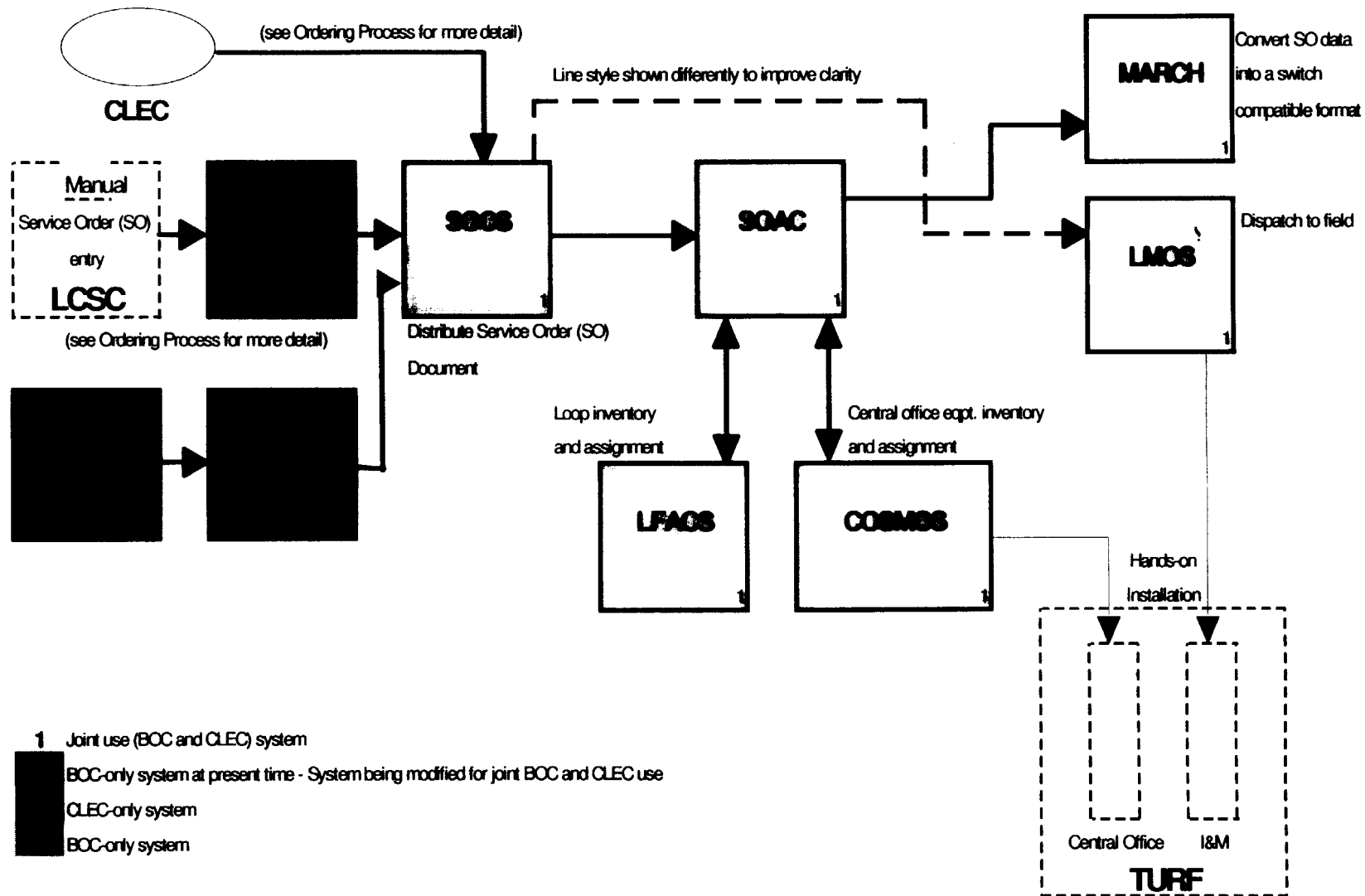
8
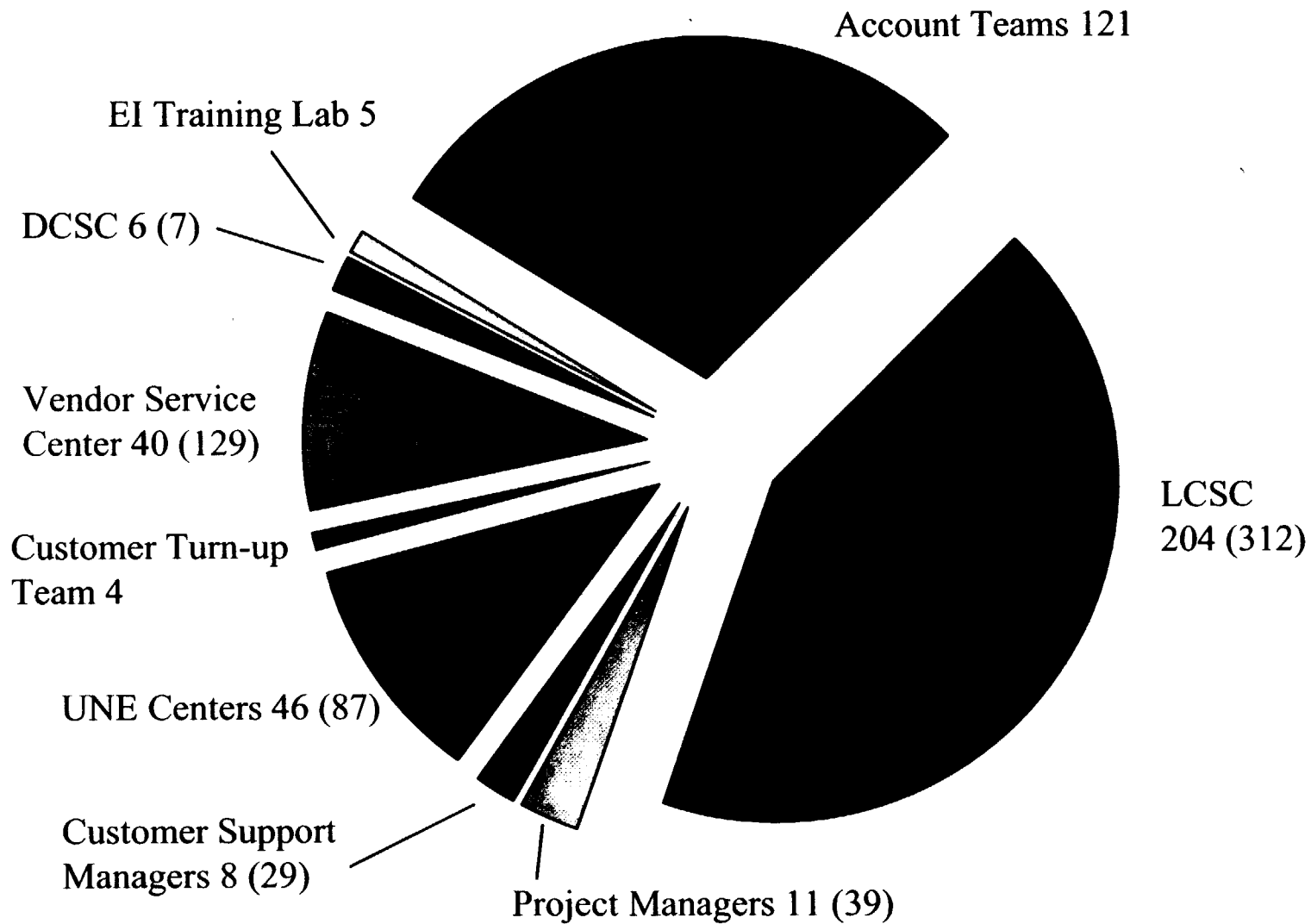
Electronic Interfaces

- Full Functionality For Pre-order Capability (LENS) including Customer Service Record access

- Ordering For 30 Simple Resale Products In both Systems (EDI, LENS)

- EDI Supports all order types in the the Ordering and Billing Forum national standard

- Ordering For 4 UNEs (Loop, Port, NP, Loop + NP) Which Will Flow Through.

- November Usage

  - EDI - 5 CLECs - 4,407 orders

  - LENS - 37 CLECs - 23,802 orders

  - TAFI 19 CLECS - 1,091 trouble reports

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Distribute Service Order (SO)
Document

1   Joint use (BOC and CLEC) system

BOC-only system at present time - System being modified for joint BOC and CLEC use

CLEC-only system

BOC-only system

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(see Ordering Process for more detail)

CLEC

Line style shown differently to improve clarity

MARCH

Convert SO data into a switch compatible format

Manual Service Order (SO) entry

LCSC

(see Ordering Process for more detail)

SOCS

Distribute Service Order (SO) Document

SOAC

LMOS

Dispatch to field

Loop inventory and assignment

Central office eqpt. inventory and assignment

LFACS

COSMOS

Hands-on Installation

Central Office   I&M

TURF

1   Joint use (BOC and CLEC) system

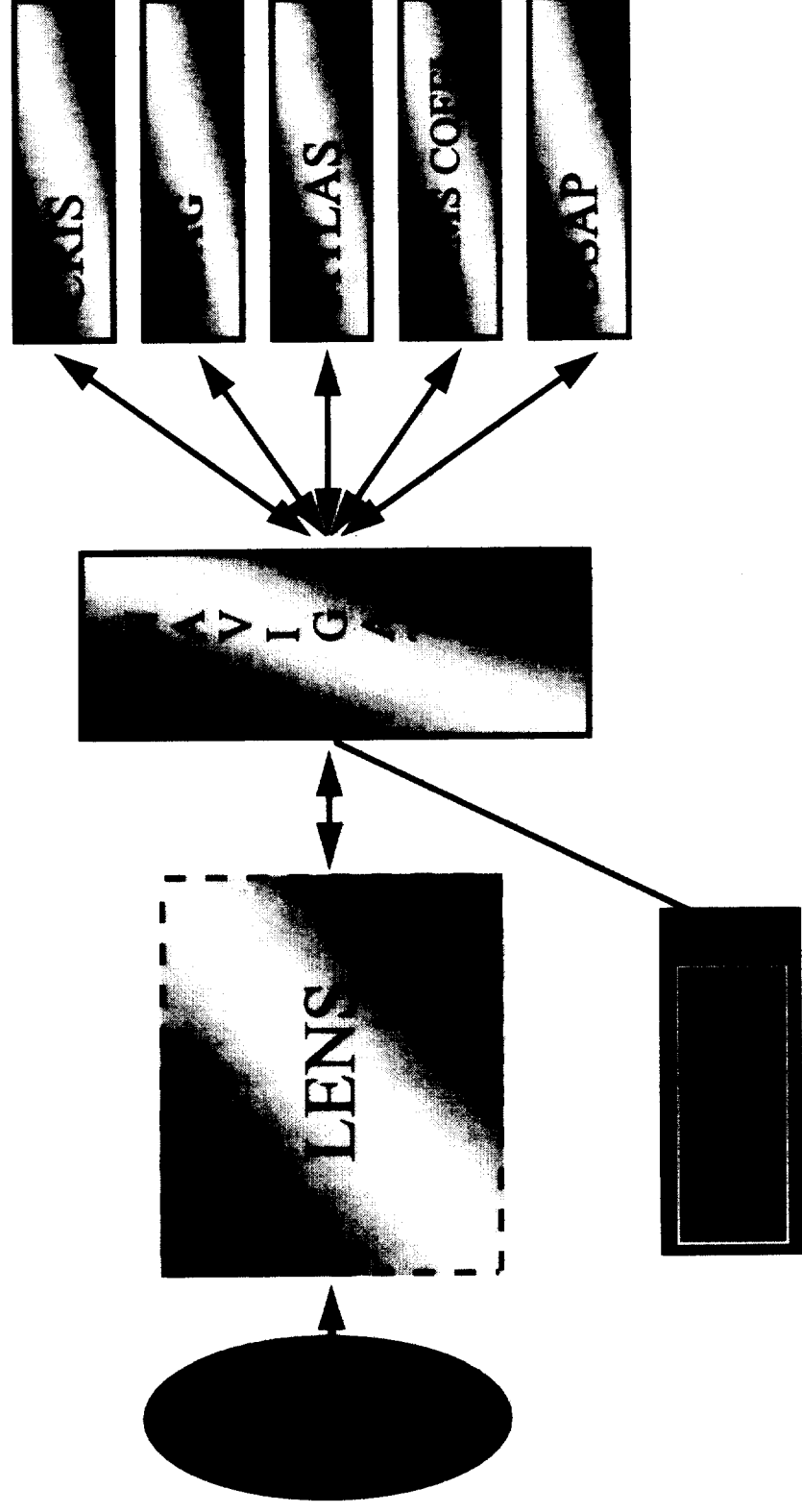BOC-only system at present time - System being modified for joint BOC and CLEC use
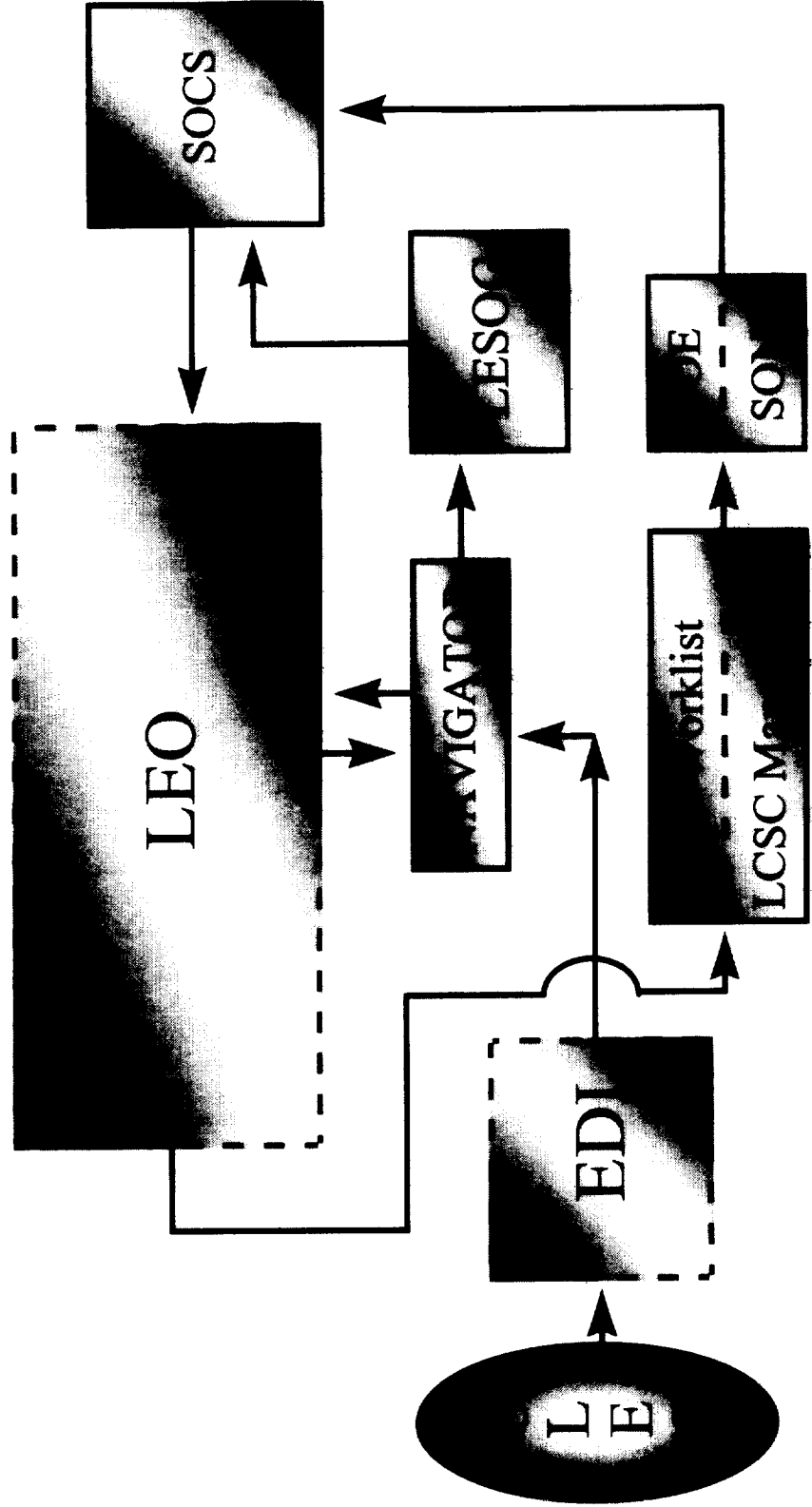
CLEC-only system

BOC-only system

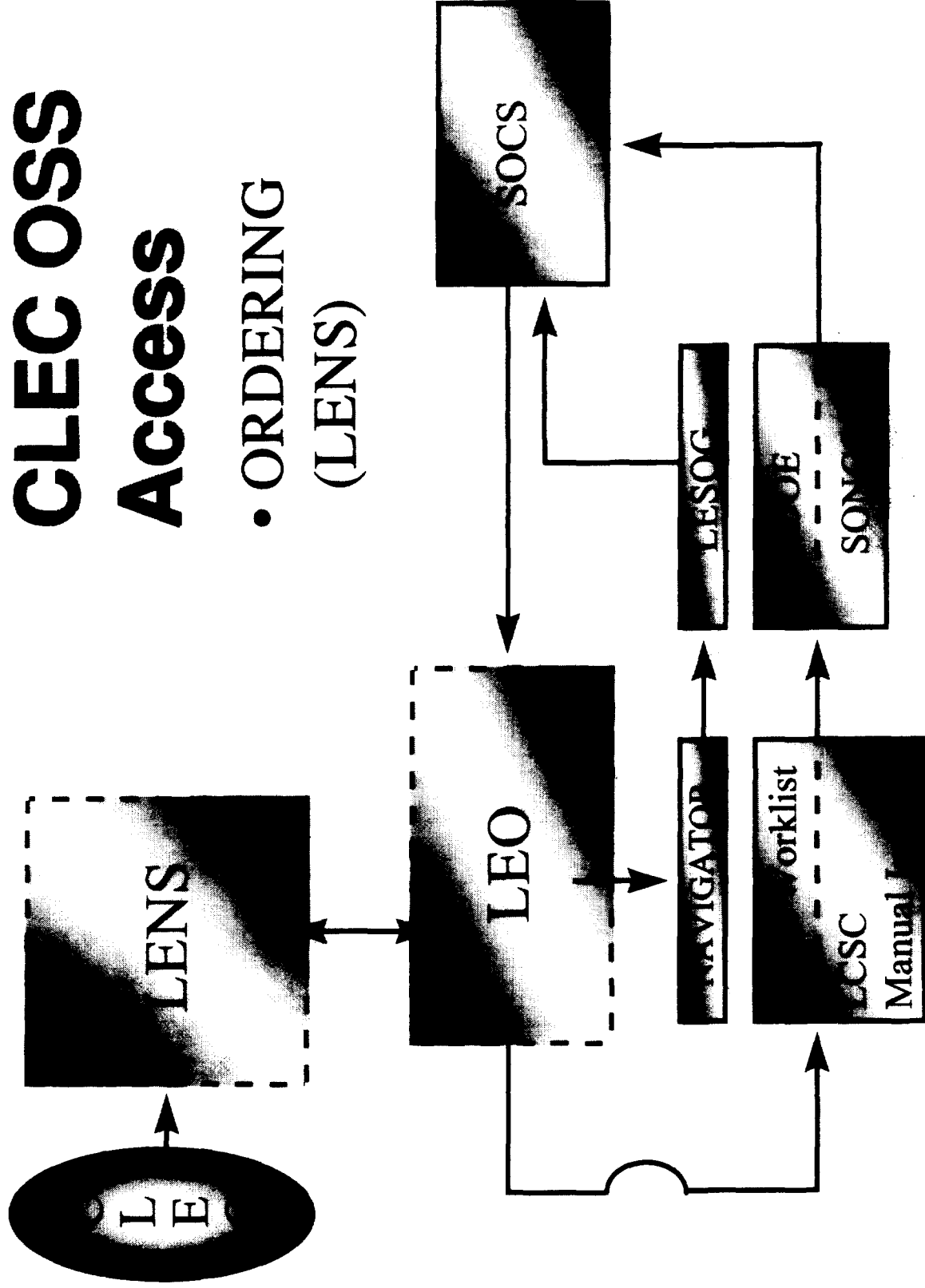*H IOA*

CLEC OSS Access

• PRE-ORDERING (LENS)

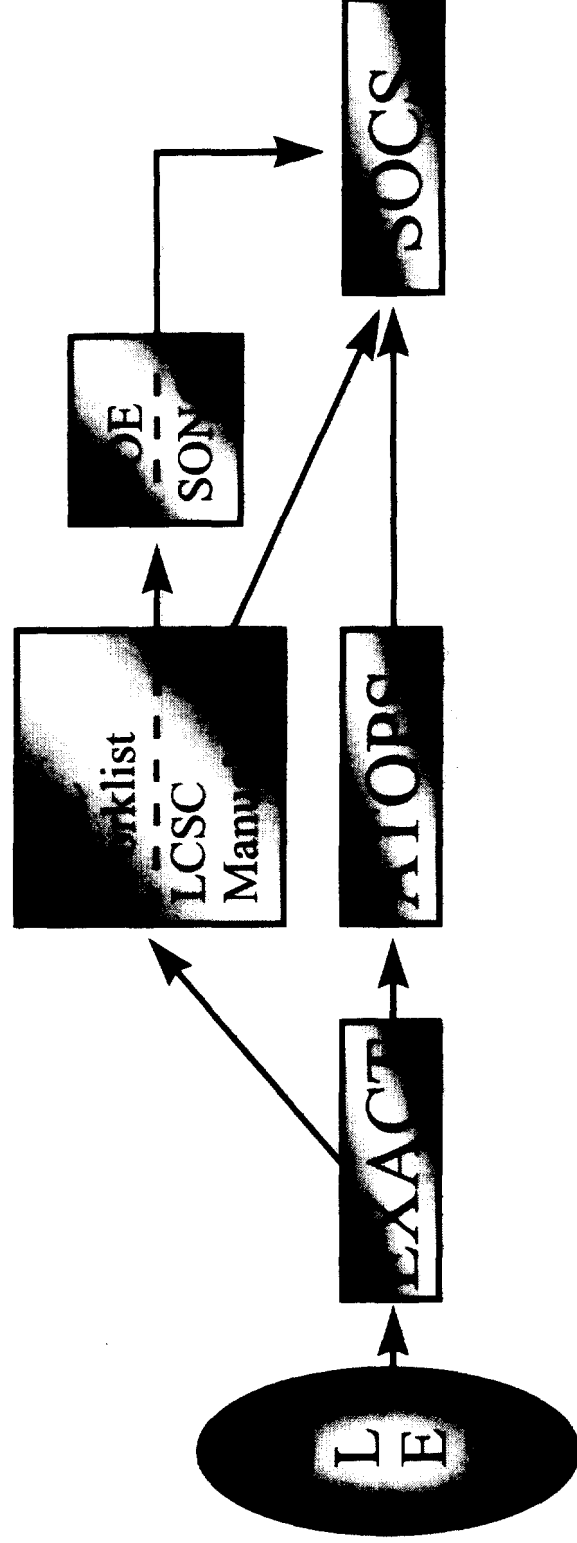# CLEC OSS Access

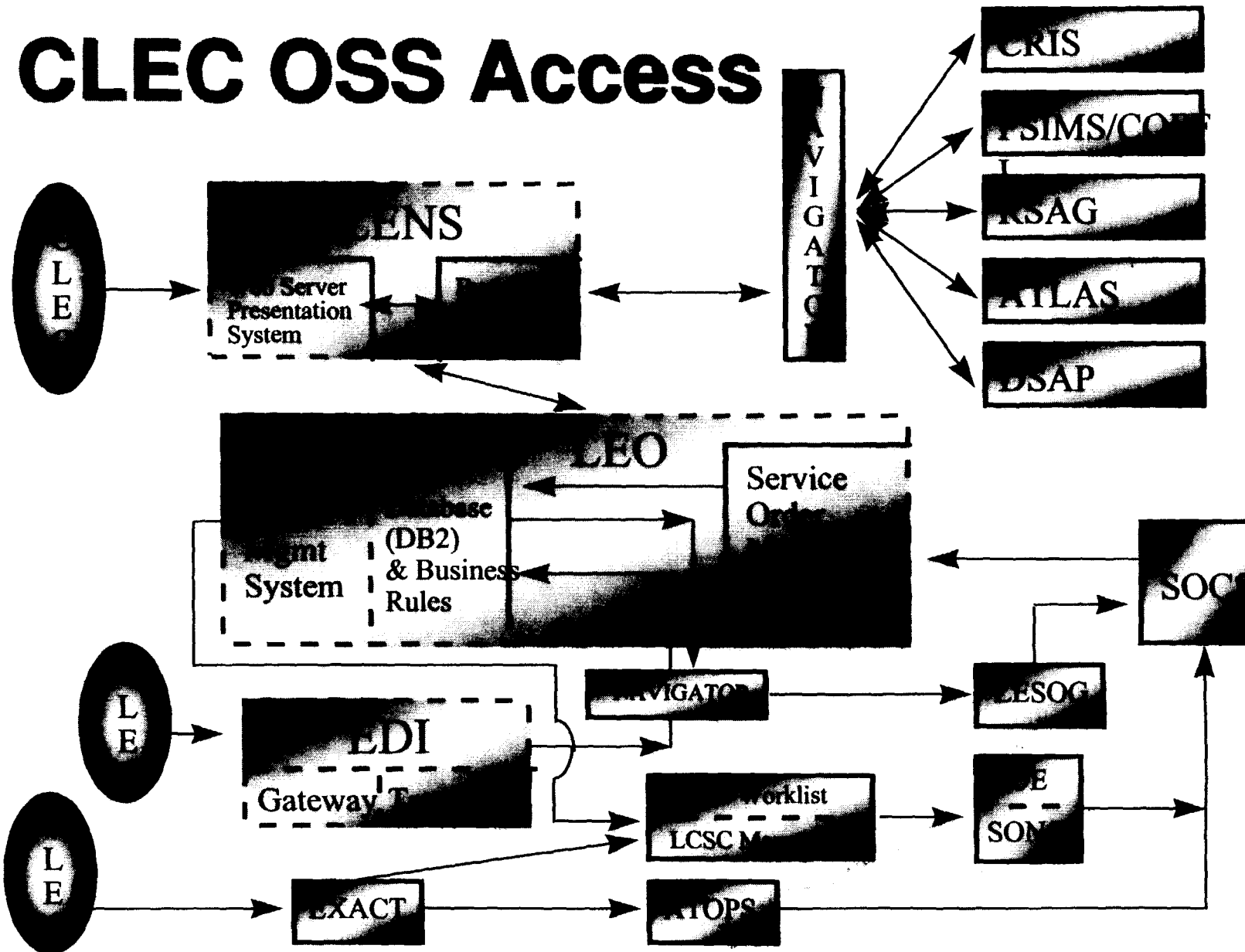- ORDERING (EDI) (National Standard)

CLEC OSS Access

- ORDERING (LENS)

CLEC OSS Access
- ORDERING (EXACT) (Trunks)

CLEC OSS Access

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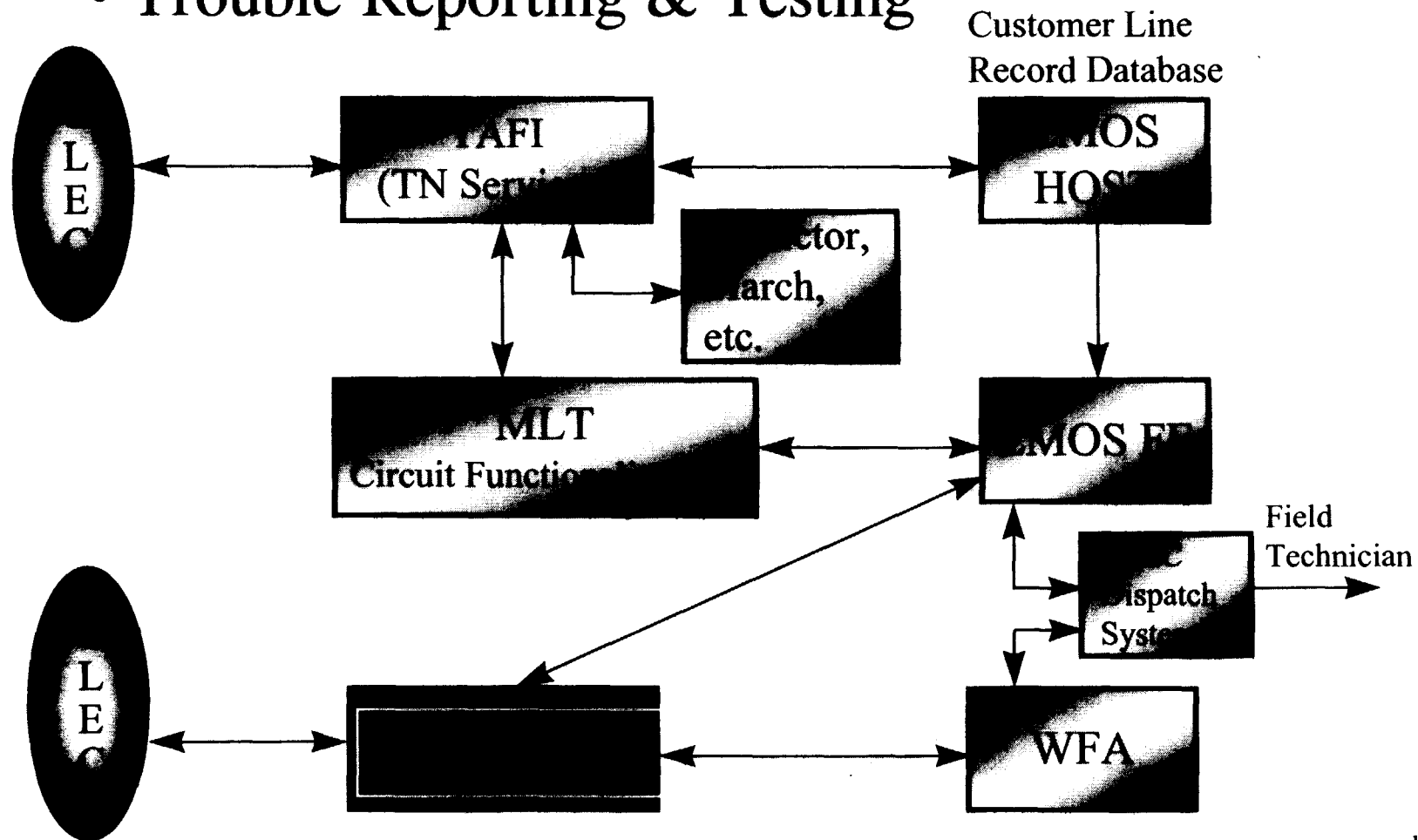# CLEC OSS Access

- Trouble Reporting & Testing

Customer Line
Record Database

LEC

TAFI
(TN Ser...

...MOS
HOS...

...ctor,
...arch,
etc.

MLT
Circuit Functio...

...MOS F...

Field
Technician

...spatch
Syst...

LEC

WFA

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Billing Products

Billing Sources

- CLUB - Customized Large User Billing
  - Detail A Summary Of All Charges Billed to a CLEC
- DAB - Diskette Analyzer Bill
  - Bill Image Of CLUB Bill In Electronic Form
  - Allows Ad-Hoc & Predetermined Reporting And Analysis
- Billing Mag Tape - All Detail From Paper Bill Plus
  - USOC
  - Records For All Itemized Calls

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Billing Daily Usage Files (DUF)

- Available for account types:
  - Resale
  - Number Portability
  - Unbundled Network Elements (UNE)
- Provides Billable Call Detail Records
- Industry Standard Format
  - EMR (Exchange Message Record)
  - BellCore Standards
- Provides Invoicing Controls
- Aids In Fraud Detection
- Helps Track Credit Limit Thresholds Of End Users

Metrics

BellSouth's Proposed Performance Measures

- **Pre-Ordering, Ordering, & Provisioning**

    - (1) System Availability

    - (2) Pre-Ordering OSS Response Times

    - (3) Order Reject Rate (carrier specific)

    - (4) Firm Order Commitment Timeliness (Carrier Specific)

    - (5) % Provisioning Appointments Met *

    - (6) % Provisioning Troubles within 30 days of Installtion Activity *

(* items 5 & 6 apply to 5 resale and 2 UNE service groups)

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BellSouth's Proposed Performance Measures

- **Maintenance & Repair**
    - (7) System Availability
    - (8) Maintenance OSS Response Time
    - (9) % Maintenance Appointments Met
    - (10) Maintenance Average Duration
    - (11) % Maintenance Repeat Reports within 30 Days
    - (12) % Trouble Report Rate
    - (13) % Out of Service < 24 Hours

(items 9-13 apply to 5 resale and 2 UNE service groups)

BellSouth's Proposed Performance Measures

- **Billing**
  - (14) Billing Timeliness (carrier specific)
  - (15) Billing Completeness (carrier specific)
  - (16) Billing Recorded Usage Data Accuracy (carrier specific)
  - (17) Billing Transmission Timliness (carrier specific)
  - (18) Billing Data Pack Rejections (carrier specific)